BlackBerry Enterprise Server for IBM Lotus Domino

Version: 5.0 | Service Pack: 1

Release Notes

::: BlackBerry

Contents

New in this release

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Feature	Description
BlackBerry® device dashboard	You can use the BlackBerry device dashboard to access the BlackBerry Monitoring Service from BlackBerry devices. You can view alarms, messages, and the status of BlackBerry® Enterprise Server instances and BlackBerry Enterprise Server components.
Changes to the BlackBerry Configuration Database schema	BlackBerry Enterprise Server version 5.0 SP1 contains changes to the BlackBerry Configuration Database schema. The changes occur in the following files: • 5.0.1\UpgradeServerConfigForBASConfigTool.sql • 5.0.1\UpgradeV20090122.sql • 5.0.1\UpgradeV99990101.sql
Changes to the BlackBerry MDS Connection Service	The BlackBerry MDS Connection Service can now perform the following actions: • send SVG that are not transcoded to BlackBerry devices that run BlackBerry® Device Software that support native SVG • use the cache-control no-transform header of HTTP/1.1, which permits the BlackBerry MDS Connection Service to process content without transcoding the content • authenticate with content servers using NTLMv2
Database component page in the BlackBerry Monitoring Service	You can use the Database component page in the BlackBerry Monitoring Service to view data attributes for the BlackBerry Configuration Database such as index fragmentation, the file size of transaction logs, and the file size of data logs. You can also use the Database components page to manage the thresholds for the data attributes.
DSML support	You can configure the BlackBerry MDS Connection Service to use DSML to search for and retrieve certificates from DSML certificate servers.
Enhancements to the BlackBerry Administration Service	The BlackBerry Administration Service includes the following enhancements: • To manage user accounts, you can right-click on the user accounts to access a menu of tasks that you can perform for the user accounts.

Feature	Description
	• You can navigate search results for user accounts more easily than in BlackBerry Enterprise Server version 5.0.0. If you associate less than 100 user accounts with a BlackBerry Enterprise Server, you are not required to perform a search for user accounts before you can manage the user accounts. The BlackBerry Administration Service displays the user accounts on a single page. • You can view user account information when you add and manage applications. When you manage applications, you can view the user accounts that you assigned the application to and the individual properties for each user account. The BlackBerry Administration Service displays the list of user accounts as hyperlinks so that you can view the properties for each user account.
Enhancements to the BlackBerry Monitoring Service home page	The BlackBerry Monitoring Service home page is enhanced so that you can view performance data and user statistics, graphs, messaging server mappings, and overview information for BlackBerry Enterprise Server components that are associated with all BlackBerry Enterprise Server instances that the BlackBerry Monitoring Service monitors.
Enhancements to the user creation process in the BlackBerry Administration Service	The BlackBerry Administration Service includes the following enhancements to the user creation process: • When you create user accounts, you can assign the user account to groups, software configurations, and a specific BlackBerry Enterprise Server. • You can assign multiple user accounts to a BlackBerry Enterprise Server and to groups by importing the user account information from a .csv file. If the user account information in the file is corrupt or invalid, the BlackBerry Administration Service displays an error message. • You can create user accounts on the page that displays information for a specific BlackBerry Enterprise Server. The BlackBerry Administration Service does not prompt you to select a BlackBerry Enterprise Server during the user creation process.
Improved log file information so that you can troubleshoot issues with the BlackBerry Attachment Service	The logs files for the BlackBerry Attachment Service contain more information in BlackBerry Enterprise Server version 5.0 SP1 than they did in previous versions. You can now test audio attachments in the BlackBerry Configuration Panel using the same method that you use to test documents and images so that you can troubleshoot issues.

Feature	Description
Language support	The BlackBerry Enterprise Server is available in English, French, German, Italian, Spanish, and Japanese. You can select a language before you log in to the BlackBerry Administration Service or BlackBerry Monitoring Service.
Microsoft® Active Directory® authentication with a Microsoft® Exchange resource forest	If your organization's environment includes a resource forest that is dedicated to running Microsoft Exchange, you can configure the BlackBerry Administration Service to authenticate user accounts that are located in other forests using Microsoft Active Directory authentication.
New administrative permissions	You can turn off the permissions in the Security role and Enterprise role to assign a BlackBerry device to a user account, specify an activation password, or send an activation email to the user account. These permissions control which administrators have the authorization to activate BlackBerry devices and send activation messages to user accounts.
New IT policy rules	For information about new IT policy groups and IT policy rules, visit www.blackberry.com/go/serverdocs to see the *BlackBerry Enterprise Server Policy Reference Guide*.
Support for importing Wi-Fi® profiles and VPN profiles from a .csv file	You can add, delete, or update the Wi-Fi profiles and VPN profiles that you assign to user accounts by importing a .csv file.
Support for IBM® Lotus® Domino® version 8.5.1	The BlackBerry Enterprise Server supports Lotus Domino version 8.5.1.
Support for IBM® Lotus Notes® ID vault	If your organization's environment includes Lotus Domino version 8.5 SP1, you can configure the BlackBerry Enterprise Server to synchronize the Lotus Notes .id file automatically from the Lotus Notes ID vault to a BlackBerry device.
Support for .odp files and .ods files on BlackBerry devices	The BlackBerry Attachment Service supports .odp files and .ods files with limitations. After you upgrade the BlackBerry Enterprise Server, you must add these attachment formats to the BlackBerry Enterprise Server manually so that the BlackBerry Attachment Service can process these files. For more information, visit www.blackberry.com/go/serverdocs to see the *BlackBerry Enterprise Server Upgrade Guide*.
Support for Microsoft® SQL Server® 2008	The BlackBerry Enterprise Server supports Microsoft SQL Server 2008. You can configure database mirroring or transactional replication to provide high availability for the BlackBerry Configuration Database and BlackBerry MDS Integration Service database.

Feature	Description
Support for notification messages over HTTPS for BlackBerry® MDS Runtime Applications	If you install BlackBerry MDS Runtime Applications that support notification messages over HTTPS, you can configure the BlackBerry MDS Integration Service and the notification client to support notification messages over HTTPS. For more information, visit www.blackberry.com/go/serverdocs to see the *BlackBerry Enterprise Server Administration Guide.*
Support for out-of-office service	The BlackBerry Enterprise Server supports the out-of-office service included in Lotus Domino version 8 and later. To use this feature, you must run Lotus Domino version 8.5.1 on the computer that host the BlackBerry Enterprise Server.
Support for Windows® Internet Explorer® version 8	You can use Windows Internet Explorer version 8 to access the BlackBerry Administration Service, BlackBerry Monitoring Service console, and BlackBerry MDS Application Console.

Fixed in this release

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Activation issues fixed in this release

When you added a user account to the BlackBerry® Enterprise Server, you could not activate other user accounts at the same time. (109289)

The activation process for new BlackBerry devices could take several hours to complete if there were many unread messages in the mail file. (SDR 284923)

In certain circumstances, after activating either a BlackBerry® Bold™ or BlackBerry® Storm™ device using the BlackBerry Enterprise Server, users were prompted to switch their device to use the same PIN number after connecting their BlackBerry devices to the BlackBerry® Desktop Manager. (SDR 272457)

A wireless activation could take several hours if the user was switching to a new BlackBerry device and their email account contained a large number of unread messages. (SDR 270541)

You could not activate BlackBerry® Connect™ version 4.0 devices. (SDR 179376, SDR 169257)

If you set the expiry time for an enterprise activation password to less than 48 hours (the default), the BlackBerry Messaging Agent cleared the password from the BlackBerry Configuration Database within a few seconds after you set the password. Users received an error message when they tried to activate their BlackBerry devices. (SDR 171446)

BlackBerry Client for use with Microsoft Office Communications Server 2007 issues fixed in this release

In certain circumstances, after the user logged in to the BlackBerry® Client for use with Microsoft® Office Communications Server 2007, the user was logged out and the following error message was displayed: "Unexpected server error. Please try again later". (SDR 351686)

If a user specified a custom location that met the character limit of the Location field (approximately 256 characters), the user could no longer specify their current location. (SDR 304881)

If a user deleted a blocked contact, the blocked contact might have remained in the contact list. When the user logged out, and then logged back in to the client, the user received an add request for the contact that they deleted. (SDR 304781)

A user could send messages to a blocked contact if the user had an existing conversation with the contact. (SDR 304713)

In certain circumstances, after a user deleted a contact from the contact list, the user received an add request for a contact the next time the user logged in to the client. (SDR 302669, SDR 281795)

In certain circumstances, if a user had AOL® contacts on their contact list, the user could not log in to the BlackBerry Client for use with Microsoft Office Communications Server 2007. (SDR 300871)

Users could not log in to the BlackBerry Client for use with Microsoft Office Communications Server 2007 if their user name was in the following format: <domain_name>\<user_name>, and if the Microsoft® Active Directory® domain name was different from the SIP domain name. (SDR 279862)

BlackBerry Client for IBM Lotus Sametime issues fixed in this release

If a user signed in to the BlackBerry® Client for IBM® Lotus® Sametime® using BlackBerry MDS Connection Service version 5.0 SP1, the user could not send files from the IBM Lotus Sametime application to a BlackBerry device user during an instant messaging conversation because the option was grayed out. (CHD 361597)

If a user invited another user to a meeting using the IBM Lotus Sametime application on their computer, and the recipient declined the invite using the BlackBerry Client for IBM Lotus Sametime version 2.1.18, the recipient could not receive additional invitations to the same meeting using the BlackBerry Client for IBM Lotus Sametime. (SDR 194043)

In certain circumstances, the BlackBerry Collaboration Service experiences a memory leak. (SDR 191616, CHD 353257)

The presence notification was turned off if a user logged in to the IBM Lotus Sametime application on their computer, and then logged in to the BlackBerry Client for IBM Lotus Sametime version 2.1.18 on the BlackBerry device. (SDR 69400)

If a BlackBerry device user added an instant messaging contact to the contact list using the BlackBerry Client for IBM Lotus Sametime version 2.1.18, the New Address screen was not populated with the correct information. (SDR 177400)

The incorrect time was displayed on the View Person's Info screen when using using the BlackBerry Client for IBM Lotus Sametime version 2.1.18. (SDR 174697)

In an environment that included the BlackBerry Client for IBM Lotus Sametime, the Last Error Code, Last Error Reason, and Last Restart Reason values in the connection MIB file for the instant messaging server were not correct. (CHD354380)

BlackBerry Client for use with Microsoft Office Live Communications Server 2005 issues fixed in this release

If a user added a Windows Live™ Messenger contact to the contact list, the Windows Live Messenger contact appeared offline. (SDR 295920)

BlackBerry Administration Service issues fixed in this release

After you activated user accounts and assigned software configurations, the BlackBerry® Administration Service did not reconcile applications as expected. (296825)

If you updated an application that a user already installed on a BlackBerry device and made the update mandatory, in certain circumstances, the application loader tool might not have recognized the update as mandatory. (291336)

If you assigned a software configuration that included a custom application control policy to a user account, the BlackBerry Administration Service did not reconcile your changes with BlackBerry devices. (280713)

If you changed user information while you activated a user account using the BlackBerry Administration Service, the BlackBerry Administration Service logged you out and wrote error messages to the BlackBerry Administration Service log file. (266111)

If you changed the ranking for application control policies, the BlackBerry Administration Service did not reconcile your changes with BlackBerry devices. (184412)

After you removed a standby BlackBerry® Enterprise Server instance, the BlackBerry Administration Service continued to display some of the standby BlackBerry Enterprise Server components in the Components view. (SDR 360362)

An administrator who was assigned a BlackBerry device could not log in to the BlackBerry® Web Desktop Manager using Microsoft® Active Directory® authentication. (SDR 350046)

In a multi-domain environment with non-contiguous domain names, the BlackBerry Administration Service did not allow you to create a user account. (SDR 310044)

In certain circumstances, if you created a user account in the IBM® Lotus® Domino® directory, you could not create a BlackBerry device user account for the user. The $USERS view in the names.nsf file contained multiple user rows with the same Internet address. (SDR 305797)

You could not assign more than one Wi-Fi® profile at a time to a user account. (SDR 305521)

If the BlackBerry Configuration Database contained invalid license key information, you could not access the BlackBerry Administration Service console. (SDR 303677)

If you performed a quick search for a user, clicked Manage multiple users, selected multiple users, and then performed an action (for example, added the user accounts to a group), no results were shown when you click Back to previous search results. (SDR 302412)

If you removed the security administrator role, when you tried to install another BlackBerry Administration Service instance, the setup application closed unexpectedly and you could not install the BlackBerry Administration Service. (SDR 300139)

You could not change the start date for jobs with a Ready to run status. (SDR 294931)

The BlackBerry Administration Service did not validate the file format extensions that you specified for the BlackBerry Attachment Service. (SDR 299327)

When you edited job distribution settings and changed the Maximum number of automatic retries value to 0, after you saved your changes, the BlackBerry Administration Service did not display the Retry processing section. (SDR 293315)

When you searched for BlackBerry® Device Software bundles that can be distributed over the wireless network, the BlackBerry Administration Service searched for and displayed the bundles that were compatible with the BlackBerry devices that were

supported by the wireless service provider. If the user accounts that were associated with BlackBerry devices that were supported by the wireless service provider were deleted from the BlackBerry Enterprise Server, and you searched for BlackBerry Device Software bundles that could be distributed over the wireless network, the BlackBerry Administration Service might have displayed BlackBerry Device Software bundles that were no longer supported in your BlackBerry Enterprise Server environment. (SDR 292184)

If the name you specified for the BlackBerry Enterprise Server ended with "_<number>", and the BlackBerry Enterprise Server was not part of a high availability pair, the BlackBerry Enterprise Server name was displayed as the ServiceName in the BlackBerry Administration Service. (SDR 291518)

When you changed the Auto backup Include all IT policy rule to Yes, the Back up on-board device memory option in the BlackBerry Web Desktop Manager was cleared automatically and users could not back up the BlackBerry device memory for BlackBerry® Storm™ smartphones and BlackBerry® Bold™ smartphones. (SDR 290289)

You could not add a user account that had an email address that contained special characters. (SDR 288125)

If you changed organizer data synchronization settings, the settings were not applied to roaming users or to Lotus® iNotes® users. (SDR 286630)

If you added an application to a software configuration, specified a wired installation using the BlackBerry Web Desktop Manager, and then assigned the software configuration to users, the application did not install on users' BlackBerry devices if users had a later version of the application installed on their BlackBerry devices. (SDR 265410)

By default, the BlackBerry Administration Service login screen was set to Microsoft Active Directory authentication. (SDR 248562)

If you shut down the principal database server that you specified during the BlackBerry Enterprise Server installation, you cannot log into the BlackBerry Administration Service. (SDR 213910)

Contacts from a subscribed public contact database did not synchronize to BlackBerry devices until you specified a private contact database in the BlackBerry Administration Service. (SDR 203103)

BlackBerry Attachment Service issues fixed in this release

In certain circumstances, the BlackBerry® Attachment Service could not open a Microsoft® Excel® document, and the BlackBerry device displayed an error message. (SDR 351102)

If a user tried to open a .wma message attachment on the BlackBerry device, the attachment did not open, and an "unrecognized document format" error message displayed on the BlackBerry device. (SDR 300174)

If a user received a message on the BlackBerry device that contained a Microsoft Excel (.xls) attachment that contained dates formatted in Chinese, when the user viewed the file, the dates displayed as numbers or did not display. (SDR 272080)

The computer that hosts BlackBerry Attachment Service might have experienced a significant performance impact when the BlackBerry Attachment Service processed a Microsoft® PowerPoint® attachment that included a lot of slides. (100976)

BlackBerry Configuration Database issues fixed in this release

If the BlackBerry® Synchronization Service could not connect to the BlackBerry Configuration Database, the computer that hosted the BlackBerry Synchronization Service might have used more CPU resources than expected. (SDR 300344)

If you configured database mirroring for the BlackBerry Configuration Database in a high availability environment, and the principal BlackBerry Configuration Database instance failed over to the mirrored instance, you could no longer log in to the BlackBerry Administration Service. (SDR 213910)

If you were using the full recovery model, the size of the BlackBerry Configuration Database might have been larger than expected, and the transaction log file might have increased in size erratically. (SDR 211317)

You could not upgrade the BlackBerry Configuration Database with database replication turned on. (SDR 146177)

BlackBerry Configuration Panel issues fixed in this release

If you installed a BlackBerry® Collaboration Service instance on a remote computer, a shortcut for the BlackBerry Configuration Panel appeared in the Start menu but did not run when clicked. (SDR 308639)

If you installed the BlackBerry® Enterprise Server on a 64-bit operating system, you could not launch the BlackBerry Configuration Panel from the Windows® Control Panel. (SDR 297897)

The test attachment service feature was removed from the BlackBerry Configuration Panel. (SDR 296184)

If you used the BlackBerry Configuration Panel to configure the BlackBerry Enterprise Server to use dynamic ports, the registry was not updated. (SDR 293579)

If your organization's environment uses Windows Server® 2008, certain settings that you changed using the BlackBerry Configuration Panel (for example, log directory settings) were not applied unless you ran the BlackBerry Configuration Panel with administrator permissions. (SDR 284933)

BlackBerry Controller issues fixed in this release

In previous versions of the BlackBerry® Enterprise Server, if a BlackBerry Messaging Agent stopped responding, the BlackBerry Controller tried to restart the BlackBerry Messaging Agent up to 10 times, and stopped trying to restart the BlackBerry Messaging Agent after a 24-hour period. In BlackBerry Enterprise Server version 5.0, the limit was not reset when you performed a manual failover of the BlackBerry Messaging Agent. As a result, the BlackBerry Controller did not try to restart the BlackBerry Messaging Agent if 10 attempts had already been made in 24 hours. (SDR 301760)

BlackBerry Desktop Software issues fixed in this release

After a user switched to another BlackBerry® device using the BlackBerry® Desktop Manager, the BlackBerry® Desktop Software did not back up the BlackBerry device memory. (SDR 364497)

In certain circumstances, the BlackBerry® Desktop Manager did not display the PIN or model information for the active BlackBerry device. (SDR 362515)

When a user switched to another BlackBerry device using the BlackBerry Desktop Manager, message pre-population did not occur. (SDR 341566)

The BlackBerry Desktop Manager stopped responding if the user's auto-signature contained a "%" character. (SDR 300720)

When a user configured synchronization using the BlackBerry Desktop Manager version 4.7, the BlackBerry Desktop Manager displayed the following message: "BlackBerry Desktop Manager has encountered a problem and needs to close". (CHD 361464)

BlackBerry MDS Integration Service issues fixed in this release

The BlackBerry® MDS Integration Service did not publish browser-pushed applications successfully to BlackBerry devices and users could not install the applications. (297136)

If the time on the BlackBerry® MDS Application Console differed from the time on the computer that hosts the BlackBerry MDS Integration Service, the BlackBerry MDS Integration Service might not push applications to BlackBerry devices when you expected it to. (277254)

In certain circumstances, the BlackBerry MDS Integration Service stopped responding shortly after starting because the BlackBerry MDS Integration Service pool experienced a failure and could not failover successfully. (SDR 263253)

When you ran the mdsis-cluster-failure-recovery.bat tool after the BlackBerry MDS Integration Service pool stopped responding, the tool did not update the BlackBerry MDS Integration Service database and displayed the following error: "Exception in thread "main" java.lang.NoClassDefFoundError: Could not initialize class net.rim.wica.ag.base.log.AGLog." (DPI225937)

If you prefixed log file names with double-byte characters, the log file name for BlackBerry MDS Integration Service was corrupted. (DPI 225264)

You could install a signed application on BlackBerry devices without adding the certificate to the BlackBerry MDS Integration Service if you scheduled the application installation to occur while the BlackBerry MDS Integration Service was configured to allow unsigned applications. (DPI 223758)

You could not log in to the BlackBerry MDS Application Console if the BlackBerry Configuration Database was configured for database mirroring and failed over using a non-default port number (1345). (DPI 223730)

In certain circumstances, after the BlackBerry® Enterprise Server failed over, the BlackBerry MDS Integration Service could not connect to the BlackBerry MDS Connection Service. As a result, you could not manage or install BlackBerry MDS Runtime Application Applications on BlackBerry devices, and users could not search for BlackBerry® MDS Runtime Applications using the BlackBerry® MDS Control Center on the BlackBerry device. (DPI 223697)

If you installed the BlackBerry MDS Integration Service with a BlackBerry Enterprise Server environment that supported high availability, and you selected support for database mirroring and the dynamic port type during the install, the BlackBerry MDS Integration Service did not start when the setup application completed. (DPI 223298)

When a user requested a list of available applications using the BlackBerry MDS Control Center on the BlackBerry device, if the application list that the BlackBerry MDS Integration Service sent to the BlackBerry MDS Connection Service was close in size to the maximum data amount permitted per connection that you configured for the BlackBerry MDS Connection Service, the BlackBerry MDS Connection Service might not have accepted the application list. (DPI 222584)

If you stopped the BlackBerry Configuration Database, the BlackBerry MDS Integration Service services did not stop. (DPI 222151)

In the BlackBerry MDS Application Console, if you switched between the user management page and the device management page multiple times in quick succession, the pages did not refresh correctly, and might have displayed incorrect user or device information. (DPI 222132)

On Windows Server® 2008 operating systems, in certain circumstances, a stack trace appeared in the BlackBerry MDS Integration Service log file when the BlackBerry MDS Runtime on BlackBerry devices tried to activate with the BlackBerry MDS Integration Service, and the BlackBerry MDS Runtime did not activate successfully. (DPI 222082)

If the BlackBerry MDS Integration Service received a response from a web service with empty or null strings in a string array, the

BlackBerry MDS Integration Service dropped the empty and null strings, and in certain circumstances, turned the empty strings into null strings. (DPI 222080)

The BlackBerry MDS Integration Service version 5.0 did not support the best-effort delivery mode for messages. (DPI 220428)

If you installed more than one BlackBerry MDS Integration Service to create a pool for high availability, the BlackBerry MDS Integration Service on the primary computer stopped responding. (DPI 202465)

After the BlackBerry Enterprise Server failed over, if users used the BlackBerry MDS Control Center on the BlackBerry device to search for BlackBerry MDS Runtime Applications that were stored in the BlackBerry MDS Application Repository, the search might not have returned any results. (DPI 219009)

If the state of a BlackBerry MDS Runtime Application was suspended, the BlackBerry MDS Integration Service stored this information in memory, but did not store this information in the BlackBerry MDS Integration Service database. This information did not display in the BlackBerry Administration Service or the BlackBerry MDS Application Console. (DPI 168992)

BlackBerry Messaging Agent issues fixed in this release

If a user's name contained an apostrophe ('), and the user name was specified as part of the criteria for an email message filter, the email message filter might not have been applied for the user. (SDR 293085)

If a user replied to an email message that was received in rich-content format on the BlackBerry® device, and attached a contact from the user's contact list to the reply, the message was not delivered successfully. (SDR 287464)

In a IBM® Lotus® Domino® version 8.0 environment, the BlackBerry Messaging Agent might have taken longer than expected to send messages and calendar items to BlackBerry devices, and in certain circumstances, BlackBerry devices might not have activated with the BlackBerry® Enterprise Server. This issue impacted users whose mail file path in the operating system had a different case than the mail file path specified in the person document. (SDR 287348)

Memory usage by the BlackBerry Messaging Agent process, nbes.exe, spiked by more than 30 MB for a few seconds when a user send an email with a large attachment. (SDR 279712)

In certain circumstances, if you restarted Windows® on the computer that hosted the BlackBerry Enterprise Server, the BlackBerry Messaging Agent might not have been able to start worker threads, and could not perform processing for any users. (SDR 277847)

In certain circumstances, users could not turn off the redirection of sent items from their BlackBerry devices. (SDR 269826)

HotSpot links embedded in an email message could not be opened unless a "http" prefix was used. (SDR 267463)

In certain circumstances, if your organization's messaging server stopped responding, the BlackBerry Enterprise Server Alert Tool generated hundreds of error messages, causing the BlackBerry Messaging Agent log file to grow dramatically. (SDR 259394)

In certain circumstances, if the BlackBerry Enterprise Server encountered low memory conditions, the Inbox folder reference for some user accounts was deleted in the BlackBerry state database. Email messages were not sent to user accounts that did not have an Inbox folder reference in the BlackBerry state database. (SDR 256062)

The BlackBerry Enterprise Server created out-of-office messages that users could not view in IBM® Lotus Notes®. (SDR 187261)

In certain circumstances, if a user removed a calendar invite in Lotus Notes, the calendar invite was not removed from the user's BlackBerry device. (SDR 187248)

The BlackBerry Messaging Agent might have stopped responding when processing the cancellation of single instance of a repeating calendar entry. (SDR 179162)

If users were using Out-of-office service mode in Lotus Notes version 8.0, BlackBerry devices did not support it. (SDR 136345)

BlackBerry Monitoring Service issues fixed in this release

After you configured a Standby Only threshold and the BlackBerry® Enterprise Server pair failed over, the BlackBerry Monitoring Service did not update the Standby Only threshold. (323101)

After you configured a Standby Only threshold, the BlackBerry Monitoring Service stopped polling servers for their current status. (323096)

If you restarted the BlackBerry Enterprise Server or if the BlackBerry Enterprise Server failed over, users might have been identified by their user configuration IDs instead of by their user names in the alarm and messages details in the BlackBerry Monitoring Service. This issue might also have occured if the number of users exceeded the UserPollMax value. (SDR 307868)

If you edited a user's email address, the user's email address was updated in the User search and User details pages, but not in the Address list or Contacts pages. (SDR 307781)

Message timestamps were based on the timezone of the BlackBerry Monitoring Service database. As a result, the timestamps of certain messages might not have been consistent with the timestamps of the corresponding alarms. (SDR 307779)

If you installed the BlackBerry Monitoring Service on a computer with a Japanese operating system, notification messages displayed in Japanese in the BlackBerry Monitoring Service, but the notification message body did not display correctly when it was received in the mailbox on the recipient's computer and on the BlackBerry device. (SDR 303538)

If your BlackBerry Domain contains more than one BlackBerry Enterprise Server, the global user threshold shares the same server maintenance window even when users are assigned to different BlackBerry Enterprise Server instances. (SDR 303132)

If you cleared the temporary server maintenance window and tested the configuration settings, an exception error displayed and you could not test the configuration settings. (SDR 303005)

If you added more than 10 notification addresses, only the first 10 notification addresses were displayed in the BlackBerry Monitoring Service. (SDR 302972)

If you created more than 10 contacts, only the first 10 contacts displayed in the Contacts by contact name screen. All contacts displayed in the Contacts by server name screen. (SDR 302968)

After the BlackBerry Enterprise Server completed an automatic failover, the BlackBerry Dispatcher SRP connection alarm message displayed even though the corresponding threshold entered a pass state. (SDR 302891)

If you did not save the SMS settings, an error message was displayed when you tried to send a test SMS message to BlackBerry devices. (SDR 298222)

If you added a warning user threshold rule to a user account, the warning messages that were displayed in the alarm panel when the threshold was triggered were not cleared when you disabled the threshold rule from the rule level. (SDR 297695)

The threshold alarm for a user account was cleared when you configured a threshold maintenance window for the current moment. (SDR 294689)

In certain circumstances, duplicate failover detected messages displayed for BlackBerry Enterprise Server components. (SDR 294505)

Alarm messages for a BlackBerry Enterprise Server environment that is not configured for high availability might use high availability terms such as failover and primary BlackBerry Enterprise Server. (SDR 294086)

When a standby BlackBerry Enterprise Server was unavailable, the BlackBerry Monitoring Service console displayed a critical

alarm in the BlackBerry solution topology for the connection status of the Host component, but did not display a critical alarm in the Alarm panel. (SDR 293583)

In a high availability environment, when the primary BlackBerry Enterprise Server failed over to the standby BlackBerry Enterprise Server, the BlackBerry Monitoring Service console did not change the status of the failed over BlackBerry MDS Connection Service to standby. (SDR 290827)

When you added an IP address and port number to send SNMP trap messages to a computer that was not part of your organization's network, the BlackBerry Monitoring Service did not add the port number correctly. The BlackBerry Monitoring Service added the port number to the IP address. (SDR 288671)

When a threshold that included duration-based rules went from a fail state to a pass state, the BlackBerry Monitoring Service did not update the alarm state of the threshold in the BlackBerry Monitoring Service console. (SDR 286082)

When a BlackBerry device user sent a message to another BlackBerry device user, the BlackBerry Monitoring Service incremented the value for the number of messages from a BlackBerry device for the BlackBerry Dispatcher component by two instead of one. (SDR 285428)

The BlackBerry Enterprise Server could not fully monitor 3G BlackBerry devices using an MIB browser. The 3G BlackBerry devices were displayed as "Filtered" in the BlackBerry Monitoring Service. In this state, the BlackBerry Monitoring Service could not monitor incoming data connections or outgoing data connections to the BlackBerry Enterprise Server or any other applications that an administrator had configured the BlackBerry Monitoring Service to send SNMP traps to. (SDR 272457)

The BlackBerry Monitoring Service console did not indicate the name of the collaboration client in the tree view. (SDR 176901)

BlackBerry Policy Service issues fixed in this release

In certain circumstances, the correct default language was not displayed on the Customize screen when a BlackBerry® device user checked for BlackBerry® Device Software updates over the wireless network. (SDR 266801)

In certain circumstances, if the Enterpise Service Policy is enabled on a user's BlackBerry device, error messages are logged when the user tries to regenerate encryption keys. (SDR 192721)

If you restarted the BlackBerry Policy Service, the following data items did not return any values: Config ID, IT Policy Name, and IT Policy Time Applied. (SDR 168314)

BlackBerry Router issues fixed in this release

In certain circumstances, if you configured a proxy server or firewall, the BlackBerry® Router could not connect to the BlackBerry® Infrastructure after it stopped responding. (112526)

BlackBerry Web Desktop Manager issues fixed in this release

When a user tried to log in to the BlackBerry® Web Desktop Manager, the user was prompted to install Adobe® Flash® Player if it was not already installed on the user's computer. Adobe Flash Player is not required to run the BlackBerry Web Desktop Manager. If the user did not choose to install Adobe Flash Player, the user could not log in to the BlackBerry Web Desktop Manager successfully. (SDR 301322)

Users might have encountered problems when logging in to the BlackBerry Web Desktop Manager if the administrator did not define an application network share using the BlackBerry Administration Service. (SDR 300192)

If a user configured data backup options and then performed a manual backup, the BlackBerry Web Desktop Manager used the automatic backup settings. (SDR 295738)

The BlackBerry Web Desktop Manager did not back up or restore a user's organizer data. (SDR 199524)

High availability issues fixed in this release

When failover occured, messages might have been lost. (SDR 164714)

Logging issues fixed in this release

"Queuing" was spelled inconsistently across the BlackBerry® Enterprise Server component log files. Certain log files used "queuing" while other log files used "queueing". (SDR 293969)

In certain circumstances, when monitoring the virtual address space statistic to identify potential causes of excessive memory use, memory spikes were not identified in the BlackBerry Enterprise Server logs. (SDR 259814)

Organizer data synchronization issues fixed in this release

In certain circumstances, if you moved a user account to a different BlackBerry® Enterprise Server, organizer data synchronization was turned off for the user's BlackBerry device, and the user could not turn organizer data synchronization back on using the BlackBerry device. (SDR 289800)

The user statistic "Synchronization message to" was reported even though the user account was not associated with a BlackBerry device. (SDR 284986)

In a IBM® Lotus® Domino® version 8.5 environment, when users performed contact list lookups using their BlackBerry devices, the results did not adhere to the organizer data synchronization settings that you configured using the BlackBerry Administration Service. (SDR 281646)

If you specified Japanese characters when searching for a user account using a BlackBerry device, the user's name was displayed incorrectly in the search results (for example, the characters were displayed as 4E0A or 4F0A). (SDR 280139)

In certain circumstances, a BlackBerry device stopped responding or its performance was significantly diminished after wirelessly synchronizing monthly calendar events with the BlackBerry Enterprise Server if the ReapeatAdjust value in Lotus Domino contained a zero value entry. (SDR 233223)

If a user added new organizer data while the BlackBerry Configuration Database was not responding, this organizer data was not synchronized to the user's BlackBerry device when you restarted the BlackBerry Configuration Database. (SDR 219721)

The BlackBerry Enterprise Server might have taken a long time to start if your organization's messaging server was linked to the BlackBerry Enterprise Server over a wireless network. (SDR 219343)

New contacts were saved in the Contacts folder even if a user specified a folder other than "Contacts" as the default. (SDR 197354)

Performance issues fixed in this release

On Windows Server® 2008 (32-bit), BlackBerry® Enterprise Server performance counters did not display. (SDR 282023)

Security issues fixed in this release

In certain circumstances, users could not enroll certificates over the wireless network if the administrator of the certification authority must manually approve certificates. (274158)

In an environment that included the PGP® Support Package for BlackBerry® smartphones, in certain circumstances, you could not view contact attachments in PGP encrypted messages. (269472)

In an environment that included the S/MIME Support Package for BlackBerry® smartphones, when a BlackBerry device received an S/MIME-encrypted message, the BlackBerry® Enterprise Server did not update the secure email configuration. (SDR 348943)

In an environment included the PGP Support Package for BlackBerry smartphones, when a BlackBerry device received a PGP encrypted message with a vCard® attachment, the BlackBerry device did not display the attachment. (SDR 348874)

In an environment that includes the PGP Support Package for BlackBerry smartphones, when a BlackBerry device receives a PGP signed and encrypted message with an attachment, the BlackBerry device cannot display the attachment. (SDR 348862)

If you are performing RSA® certificate enrollment over the wireless network and the Certificate Administrator email address setting specified on the server did not match the case of the sender's email address in the notification email message, the certificate might not have been sent to the BlackBerry device. (SDR 265532)

When you enrolled certificates over the wireless network, if your organization's environment included a Microsoft® enterprise certificate authority that required Windows® authentication, the BlackBerry MDS Connection Service limited the password for the account to 14 characters. (SDR 208366)

Setup application issues fixed in this release

When the setup application installed the JRE™, the setup application might have closed after displaying a Windows® Installer dialog box, and a message "%s installation has failed. Please check the install log for more information. The setup application will now exit". (104434)

If you selected Microsoft® Active Directory® on the Setup Option screen, and you selected "Use Windows Authentication" on the Advanced Administration Settings screen, if you clicked Back on the DIIOP Settings screen, you could not edit any settings on the Advanced Administration Settings screen. (SDR 311864)

If the pool name for the BlackBerry® Administration Service in a high availability configuration was the same as the FQDN of a computer in the BlackBerry Domain, traffic was routed to that computer only. The setup application used the local computer's FQDN as the default pool name. (SDR 310792)

If you installed the BlackBerry® Enterprise Server and specified "BAS" as the BlackBerry Enterprise Server name, the installation process stopped responding. (SDR 304750)

The BlackBerry Enterprise Server setup application stopped responding for a few minutes while installing the Microsoft® .NET framework on Windows Server® 2003 R2 SP2 (64-bit). (SDR 303134)

A warning was not displayed if you selected the wrong Microsoft® SQL Server® port type during the setup process. The services for the BlackBerry Administration Service (and all other Java® based services) could not run if you selected the wrong port type. (SDR 301989)

When installing the BlackBerry Enterprise Server, the following error message might have displayed after one minute if you attempted to start the BlackBerry Enterprise Server before specifying the authentication credentials: "15 minutes passed after startup; turning off message quarantine code. You can permanently turn on message quarantine code by setting ForceQuarantine registry value". (SDR 295533)

When you installed the BlackBerry Enterprise Server, created the BlackBerry Configuration Database, and did not install the BlackBerry Administration Service, at the Start Services dialog box, the setup application tried to prepare the non-existent BlackBerry Administration Service and stopped responding for a few minutes. (SDR 291494)

If you removed an existing BlackBerry MDS Integration Service and BlackBerry MDS Integration Service database, and you ran the setup application to install a new BlackBerry MDS Integration Service and BlackBerry MDS Integration Service database, a SQL Query error displayed when you clicked the Start Services button, and the installation process could not complete successfully. (SDR 281658)

On the Administration Settings screen, the SSL password that you specified must have contained a combination of letters and/ or numbers, and could not contain any of the following special characters: exclamation mark (!), number sign (#), dollar sign ($), percent sign (%), caret (^), comma (,), ampersand (&), equal sign (=), apostrophe ('), quotation mark ("), semi-colon (;), chevrons (<>), vertical bar (|). (SDR 281116)

Wireless calendar synchronization issues fixed in this release

If you changed a customized anniversary date in the BlackBerry® calendar (for example, a national holiday), the date appeared everyday in the BlackBerry calendar instead of once a year if the device was running BlackBerry® Device Software version 4.2.2. (SDR 269376)

If a user was removed from a meeting and subsequently added to the same meeting using the IBM® Lotus Notes® calendar, the updated meeting invitation did not appear in the calendar on users' BlackBerry devices. (SDR 258698)

In certain circumstances, users could not accept an updated or rescheduled meeting invitation using their BlackBerry devices if users had already accepted the original meeting invitation using their BlackBerry devices. (SDR 257261)

Calendar meetings might be one hour behind between May 31 and August 31, 2009, in Pakistan and Morocco, as daylight saving time (DST) was introduced in these nations. (SDR 188415, SDR 185807, SDR 187706)

In certain circumstances, if a user deleted a meeting using Lotus Notes, the calendar invitation was not deleted on the recipients' BlackBerry devices. (SDR 187248)

In certain circumstances, calendar invitations were not removed from users' BlackBerry devices. (SDR 151218)

Known issues

Activation known issue list

If you change the organizer data synchronization settings after you add a user account, when a user activates a BlackBerry® device, organizer data synchronization can occur twice. (SDR 358491)

Workaround: Wait an hour after adding a user account and changing the organizer data synchronization settings before activating the BlackBerry device.

When moving a user list from one BlackBerry® Enterprise Server to another, if some of the users are not initialized on the source BlackBerry Enterprise Server, they are not recognized by the destination server. The destination BlackBerry Enterprise Server stops responding while scanning the user list when it encounters the uninitialized user. (SDR 283362)

BlackBerry Client for IBM Lotus Sametime known issues

The Help screen does not display correctly if the user is running BlackBerry® Device Software version 4.7.0 or higher. (355485)

If a user transfers a .wpd file, the recipient receives a file transfer message that displays for approximately 10 minutes followed by a message stating that the sender canceled the file transfer and the sender's screen displays a message stating that the receiver did not accept the file transfer. (348861)

If a user transfers a file and selects the Optimize checkbox, the recipient cannot use the Download File option. (348820)

In the localized versions of the client, the word "participants" at the top of the conversation window is not translated. (346625)

In the Japanese version of the client, if a user adds an emoticon in a conversation when the input language is set to Japanese, the emoticon appears as text on the sender's BlackBerry device. (345573)

In the Help screen, the Return link does not work. (345478)

If a user transfers a file and selects the Optimize checkbox, an error might display on the BlackBerry device when the recipient tries to open the file, and the file does not open. (344897)

In the localized versions of the client, the file transfer message is not translated from English into French, German, Italian, or Spanish. (344521)

In the French version of the client, the Related Information, Contents, and Return fields in the Help screen are not translated into French. (344410)

The status icon changes if the user changes the BlackBerry device screen from Portrait to Landscape or from Landscape to Portrait mode. (326724)

In a conference, the number of participants that appears in the Participants field on the BlackBerry device does not match the number of participants that appears in the Participants field on the computer. (291521)

The status icon for the client does not show the user's updated status on the BlackBerry device if the user signs in to the client on another BlackBerry device. (238151)

In certain circumstances, the Send File option in the IBM Lotus Sametime application on a user's computer is greyed out during a conversion with the BlackBerry® Client for IBM® Lotus® Sametime®. (230037)

If a user transfers a .pdf file and selects the Optimize checkbox, the BlackBerry device displays a blank screen if the recipient tries to view the file as an image. (166132)

Workaround: Instruct users to view the PDF file as an image and text.

The BlackBerry Client for IBM Lotus Sametime version 2.1.18 permits users to create custom status messages with no status text entered. (SDR 302901)

Users cannot create a personal group named "Test" or "Users". (SDR 253466)

In certain circumstances, when a user sends a message in a conversation from the IBM Lotus Sametime application on their computer, the message might display two times instead of once in the conversation on the recipient's BlackBerry device. (SDR 196891)

In certain circumstances, a user might be added to a meeting without receiving a meeting request. (SDR 189012)

If multiple users exist with similar user names, incorrect contacts might be added to the users' contact lists. (SDR 186581)

Workaround: When adding contacts, instruct users to select the user name from the Lookup list.

If a user has a large number contacts in the contact list (for example, over 100 contacts in a public folder), the user might receive a "Device has been denied access by the server" error message when logging in. This issue only occurs if the BlackBerry Collaboration Service uses a proxy server. (SDR 181474)

Workaround: Restart the BlackBerry Collaboration Service.

Users cannot use a photo that is stored on the BlackBerry device as a display picture unless it is a photo that was taken with the camera on the BlackBerry device. (SDR 173980)

Users cannot add a public group to the contact list if a personal group with the same name already appears in the contact list. Users cannot add a personal group to the contact list if a public group with the same name already appears in the contact list. (SDR 171547)

BlackBerry Client for use with Microsoft Office Communications Server 2007 known issues

The Help screen does not display correctly if the user is running BlackBerry® Device Software version 4.7.0 or higher. (355485)

If a user adds a contact to the contact list and selects a folder other than the default folder to add the contact to, the client adds the contact to the default folder. (355495)

On BlackBerry devices with a trackball, if the user uses the trackball to scroll up after leaving the Custom Status screen, the option at the top of the screen is highlighted instead of the item above the item that was previously highlighted. (347722)

In the localized versions of the client, the word "participants" at the top of the conversation window is not translated. (346625)

In the Help screen, the Return link does not work. (345478)

If a user wants to set a custom status, the user might need to manually delete the text from a previous custom status message before typing a new custom status message. (344828)

The status icon changes if the user changes the BlackBerry device screen from Portrait to Landscape or from Landscape to Portrait mode. (326724)

The status icon for the client does not show the user's updated status on the BlackBerry device if the user signs in to the client on another BlackBerry device. (238151)

If a user adds a contact to the contact list and clears the Add to contact list option on the Add Request screen, the contact is added to the contact list. (166475)

If a user sends a message to an invalid contact, the error message "Failed to execute your last action" displays. The error message does not specify that the contact does not have a valid ID or that the contact might reside in an external domain. (SDR 303950)

In certain circumstances, the BlackBerry Collaboration Service experiences performance issues. (SDR 287243)

Workaround: Instruct users to log out of the BlackBerry® Client for use with Microsoft® Office Communications Server 2007 periodically.

When using Windows® NTLM authentication, an error occurs if two or more users try to log in to the BlackBerry Client for use with Microsoft Office Communications Server 2007, or if one user logs out, and then quickly logs in. (SDR 257764)

Workaround: Set up Kerberos™ authentication or force forms-based authentication.

Personal notes are not displayed in the BlackBerry Client for use with Microsoft Office Communications Server 2007 if they contain special characters (for example, è, é, or $). (SDR 251895)

There is no message indicating that adding distribution lists to contact lists using the BlackBerry Client for use with Microsoft Office Communications Server 2007 is not supported. (SDR 186430)

Users cannot use a photo that is stored on the BlackBerry device as a display picture unless it is a photo that was taken with the camera on the BlackBerry device. (SDR 173980)

BlackBerry Client for Novell GroupWise Messenger known issues

The Help screen does not display correctly if the user is running BlackBerry® Device Software version 4.7.0 or higher. (355485)

In the localized versions of the client, the word "participants" at the top of the conversation window is not translated. (346625)

In the Help screen, the Return link does not work. (345478)

The status icon changes if the user changes the BlackBerry device screen from Portrait to Landscape or from Landscape to Portrait mode. (326724)

The status icon for the client does not show the user's updated status on the BlackBerry device if the user signs in to the client on another BlackBerry device. (238151)

Users cannot use a photo that is stored on the BlackBerry device as a display picture unless it is a photo that was taken with the camera on the BlackBerry device. (SDR 173980)

BlackBerry Administration Service known issues

In the BlackBerry® Administration Service, you cannot edit the S/MIME message processing options for a user account. (402419)

When using multiple tabs in Windows® Internet Explorer® 7 to access the BlackBerry Administration Service, the information you type in one tab might appear in another tab. (387664)

Workaround: Use multiple windows instead of multiple tabs.

In German, when you restart a BlackBerry® Enterprise Server, the BlackBerry Administration Service displays question marks (?) for the status. (354723)

After you upgrade the BlackBerry Configuration Database, the user search page might take longer then expected to display. (354697)

If the name of a public folder includes an underscore (_) and the public folder includes subfolders, the BlackBerry Administration Service displays the public folder twice (once with the underscore and once without the underscore). (354629)

When importing 1000 or more user accounts from a file, the BlackBerry Enterprise Server might use more system resources than expected. (351716)

In certain circumstances, when you change the order for message classifications, the BlackBerry Administration Service logs you out. (340774)

After an upgrade from version 5.0 to version 5.0 SP1, a custom role that could generate activation passwords before the upgrade process cannot generate activation passwords anymore. (308478)

Workaround: After the upgrade process completes, add the Generate Activation Email privilege back to the custom role.

The setup application does not complete successfully if you rename or remove the Security Administrator role. (350604, SDR 300139)

After a user installs an application on the BlackBerry device using the application loader tool and you assign a new software configuration with an updated version of the application to the user account, when the user reconnects the BlackBerry device to the application loader tool, the application loader tool displays the previous version of the application instead of the updated version. (291336)

Workaround: On the user's computer, in the Windows registry, in HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion \BlackBerry\Loader\Packages, delete the registry key for the application.

When resolving IT policies that are assigned to groups and subgroups, the BlackBerry Administration Service displays an incorrect status. The correct IT policy is sent to the BlackBerry device. (286149)

In certain circumstances, after adding a user account, and using the findusers API in the BlackBerry® Administration API to search for the user account, the API can display the Invalid parameter error message instead of RuntimeException error message. (280332)

The BlackBerry Administration Service version 5.0 SP1 takes longer than BlackBerry Administration Service version 5.0 to add user accounts to a group. (264571)

When attempting to view resolved applications for a user account, in certain circumstances, the BlackBerry Administration Service displays an error message. (262643)

Workaround: Try to view resolved applications for a second time.

In certain circumstances, the BlackBerry Monitoring Service cannot connect to the BlackBerry Administration Service due to a certificate error and writes the javax.net.ssl.SSLHandshakeException: "Received fatal alert: certificate_unknown error message to the log file" error message. (220014)

If you create the BlackBerry Configuration Database using the createdb.exe tool, the BlackBerry Administration Service displays the following exception when accessing **Server and components > BlackBerry Solution Topology > BlackBerry Domain Component view > BlackBerry Administration Service**: "The application has encountered a system error. Please report this error to the System Administrator. (EXCEPTION-com.rim.bes.bas.servicemanager.ServiceNotFoundException)". (CHD 356069)

Workaround: Contact RIM Technical Support.

If you try to delete the <server>_BAS-NCCJ_01_<date>_loginstance.txt file that is created when you install the BlackBerry Enterprise Server, the following error message displays: "Cannot delete <server>_BAS-NCCJ_01_<date>_loginstance.txt. It is being used by another person or program. Close any programs that might be using the file and try again." (SDR 298667)

Workaround: Restart the BAS-NCC.exe service, then delete the file.

If the version of the BlackBerry database notification system installed on the database server is earlier than version 5.0, the BlackBerry Administration Service does not receive database notifications and only receives heartbeat messages. This issue might occur if you run a BlackBerry Configuration Database version 4.1 or earlier and a BlackBerry Configuration Database version 5.0 on the same database server. (SDR 296580)

Workaround: Perform one of the following actions:
- On the database server, replace the RIMesp.dll file with the latest version and restart the Microsoft® SQL Server®.

- Create a separate SQL instance for BlackBerry Enterprise Server.

After you re-enable a user as a BlackBerry device user, no instructions are available for you to search for the user to associate the BlackBerry device with. (SDR 249435)

If you configure DIIOP in a clustered IBM® Lotus® Domino® environment, and a failover occurs for the Lotus Domino server that is running DIIOP, the BlackBerry Administration Service cannot authenticate users with Lotus Domino. (SDR 204868)

Workaround: Perform one of the following actions:
- Use the BlackBerry Configuration Panel to specify the new Lotus Domino server that is running DIIOP and restart the BlackBerry Administration Service.
- Configure a hardware load-balancer that permits the BlackBerry Administration Service to contact more than one Lotus Domino server that is running DIIOP.

If you can log in to the BlackBerry Administration Service using BlackBerry Administration Service authentication, in the BlackBerry Administration Service, specify the new Lotus Domino server that is running DIIOP and restart the BlackBerry Administration Service. For more information, see the *BlackBerry Enterprise Server Administration Guide*.

In certain circumstances, the version of the BlackBerry MDS Integration Service as displayed in the BlackBerry Administration Service might be incorrect. (241601)

BlackBerry Attachment Service known issues

In certain circumstances, the BlackBerry® device does not display a Microsoft® PowerPoint® document correctly. (SDR 336357)

In a Windows Server® environment, the BlackBerry Attachment Service does not support .mp3 audio files on BlackBerry devices. In this environment, the BlackBerry Attachment Service does not support any audio file formats on BlackBerry® 7100 Series Series devices. (SDR 270220)

Workaround: Host the BlackBerry Attachment Service on a computer that uses Windows Server 2003 if you want the BlackBerry Attachment Service to support .mp3 audio files on BlackBerry devices and all audio formats on BlackBerry 7100 Series devices that support CDMA networks.

BlackBerry Collaboration Service known issues

When using the BlackBerry® Collaboration Service with Microsoft® Office Communications Server 2007, the BlackBerry Collaboration Service might use more private memory resources than expected. As a result, the BlackBerry Collaboration Service might stop responding, and the BlackBerry Controller might not restart the BlackBerry Collaboration Service. (SDR 287243)

Workaround: If this problem occurs, contact RIM® Technical Support.

The BlackBerry Collaboration Service is not compatible with Microsoft Office Communications Server 2007 R2. (SDR 271303)

BlackBerry Configuration Database known issues

If you use the user and server statistics in Microsoft® SQL Server®, performance issues might occur. (399135, SDR 188502)

When you migrate more than 1200 user accounts using the BlackBerry® Enterprise Transporter from BlackBerry® Enterprise Server version 5.0 to BlackBerry Enterprise Server version 5.0 SP1, the source BlackBerry Enterprise Server restarts and not all user accounts are migrated successfully. (369791)

Workaround: Upgrade BlackBerry Enterprise Server version 5.0 to BlackBerry Enterprise Server 5.0 MR1 before migrating user accounts.

The BlackBerry® database notification system does not start if the host name of the BlackBerry® Enterprise Server begins with a number. (360792)

If you install the BlackBerry Enterprise Server on a Japanese operating system, you cannot start the BlackBerry database notification system. (SDR 298246)

The BlackBerry Configuration Panel permits you to change the Microsoft® Active Directory® domain name, which might cause conflicts with the Microsoft Active Directory information configured in the BlackBerry Administration Service if the Global Catalog Server Discovery field is not set to Automatic. (316060)

BlackBerry Controller known issues

You cannot create memory dumps of the BlackBerry® Enterprise Server on a computer running Windows Server® 2008 using userdump.exe. (403640)

Workaround: Consider one of the following options:
- Reduce the certificate size.
- Remove the certificate.
- Issue a smaller certificate.

If the BlackBerry Controller creates multiple consecutive dumps on hung threads, the latest dump file overwrites the previous dump file if the latest file is created in the same minute as the previous dump file; the dump files are named based on the minute that they are created. (SDR 214488)

BlackBerry Dispatcher known issues

In certain circumstances, the BlackBerry® Dispatcher removes user accounts and then re-adds them at a later time. (403695)

The APB engine loops if it is unable to write to a hard drive. As a result, a high amount of hard drive and CPU resources are used. (SDR 207982)

BlackBerry Enterprise Server Alert Tool known issues

In certain circumstances, on Windows Server® 2008 operating systems, BlackBerry® Enterprise Server version 5.0 alert console messages are not supported. (SDR 281079)

BlackBerry MDS Connection Service known issues

If the BlackBerry® Enterprise Server and the OCSP server are located on different domains or if the BlackBerry Enterprise Server does not have permissions to access the OCSP server, the BlackBerry MDS Connection Service does not sucessfully query the responder URL of the OCSP server and writes the "CRL, No CRL servers are available. Returning status UNKNOWN for Cert[0] >" message to the log file. (397039)

The BlackBerry MDS Connection Service does not inline CSS files and JavaScript files that are protected using NTLM authentication and might not perform as expected. (364854)

When a user browses to web sites that contain Microsoft® PowerPoint® presentations, the browser on the BlackBerry device might not display slides correctly. (349191)

Workaround: On the computer that hosts the BlackBerry MDS Connection Service, in C:\Program Files\Research In Motion \BlackBerry Enterprise Server\MDS\Servers\instance\config, in the rimpublic.property file, add the following property: AsClientConfig.ChunkSizeKBytes=1024.

When the BlackBerry MDS Connection Service receives a push request for multiple email addresses or PINs and one of the email addresses or PINs is invalid, the BlackBerry MDS Connection Service responds with the "HTTP/1.1 403 Forbidden message" message instead of the "HTTP/1.1 200 OK" message. (253519, 253542)

After you configure the BlackBerry MDS Connection Service to connect to an LDAP server using simple authentication, a BlackBerry device cannot run an LDAP query and the BlackBerry MDS Connection Service writes a Java® exception error message to the log file. (238834)

Workaround: Add the LDAP server information to the BlackBerry device.

Users cannot update the chain status of certificates over the wireless network. BlackBerry MDS Connection Service cannot verify the signature of the certificate and users cannot send S/MIME encrypted messages. (SDR 220951)

Workaround:
1. Connect the user's BlackBerry device to the user's computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Select a check box beside one or more certificates.
5. Click **Synchronize.**

BlackBerry MDS Integration Service known issues

If you schedule a job and restart the BlackBerry® Administration Service services, the scheduled jobs are removed. (DPI 225933)

Workaround: Reschedule the jobs after the BlackBerry Administration Service services restart.

In an environment that includes database mirroring, if the principal BlackBerry Configuration Database stops responding or is shut down, you cannot log in to the BlackBerry Administration Service, BlackBerry MDS Application Console, or BlackBerry Monitoring Service console. For more information, see http://blogs.msdn.com/psssql/archive/2008/12/31/sql-2005-jdbc-driver-and-database-mirroring.aspx. (DPI 225839)

In an environment that includes multiple BlackBerry MDS Connection Service instances, when activating a BlackBerry device, the BlackBerry device cannot activate with BlackBerry MDS Integration Service. (DPI 225235)

Workaround: Try activating the BlackBerry device again.

The BlackBerry MDS Application Console does not support languages other than English. (DPI 224878)

If you configured your BlackBerry® Enterprise Server environment to support high availability for the BlackBerry MDS Integration Service, the high availability page in the BlackBerry Administration Service might not display accurate information about the BlackBerry MDS Integration Service instances. (DPI 223533)

If a user uses a BlackBerry MDS Runtime Application that uses a Db Connector Plugin to retrieve data from a database server, when the user clicks "More" to view data that is displayed on multiple pages, data might not be returned and an "invalid request or session timed out" error message might display. (DPI 222098)

BlackBerry Messaging Agent known issues

In certain circumstances, when users use a BlackBerry® device to send email messages that contain HTML and rich content, the email messages do not display on the recipient's device. (403549)

If a user has the Editor permissions for the user's mail file and sets the out-of-office option using a BlackBerry device, the BlackBerry device displays an error message and the user cannot change the out-of-office option. (403667)

Workaround: Consider one of the following options:
- Provide the user with Manager permissions to the user's mail file.
- Turn on out-of-office using IBM® Lotus Notes®.

- Upgrade the IBM® Lotus® Domino® server on the computer that hosts the BlackBerry® Enterprise Server to version 8.5.1.

In certain circumstances, the BlackBerry Messaging Agent attempts to delete memory handles that it did not create and writes the "Assertion failed: Deleted Memory handle which we did not allocate" error message to the log file. (403648)

In certain circumstances, if an email message contains graphics, the BlackBerry device does not display the graphics and the "Assertion failed: Deleted MEMHANDLE handle which we did not allocate" error message appears in the BlackBerry Messaging Agent log file. (403542)

In certain circumstances, if you reactivate a user account, the BlackBerry Messaging Agent cannot synchronize the user's address book or journal over the wireless network. (403206)

Workaround: Connect the BlackBerry device to a computer that can access the BlackBerry Administration Servicee and populate the user's address book and journal. The user's address book and journal will successfully update over the wireless network.

When a user changes the email address of a contact on a BlackBerry device, the update does not synchronize to Lotus Notes. (401884)

Workaround: Use Lotus Notes to change the email addresses of contacts.

In an environment that includes Lotus Domino 8, the BlackBerry Messaging Agent does not synchronize the read status of an email message to a BlackBerry device. (400937)

Workaround: In the Windows® registry, set the PollByMailServer key to 0.

In certain rare circumstances, users cannot view unencoded attachments contained in incoming MIME messages on their BlackBerry devices. The attachments are encoded into the text of the message body instead of being rendered as an attachment. (400597, SDR 232290)

If a user forwards a message with a .wav message attachment, the recipient cannot open the attachment on the BlackBerry device if support for rich-content email messages is turned on for the BlackBerry device. (400595, SDR 218023)

Workaround: Turn off support for rich-content email messages for the BlackBerry device.

If a large number of users use BlackBerry® Desktop Manager at the same time to synchronize messages, the BlackBerry Enterprise Server might not perform as expected. (395450)

Workaround: Perform the following actions:
1. Synchronize messages over the wireless network.
2. Turn off automatic synchronization in BlackBerry Desktop Manager.

If you change the name of a user in Lotus Domino and replicate the change to the BlackBerry Enterprise Server, the BlackBerry Administration Service does not display the updated name. (392812)

Workaround: Restart the BlackBerry Dispatcher.

In certain circumstances, after adding a user's email address to the contact list, the email address on the BlackBerry device does not include the domain information. (375379)

Workaround: On the BlackBerry device, add the domain information to the email address.

If you do not replicate the BlackBerry state databases to the standby BlackBerry Enterprise Server, user initialization might take longer than expected. (359879)

Workaround: Replicate the BlackBerry state databases to the computer before installing the standby BlackBerry Enterprise Server.

If you add another email address to a user account in Lotus Domino and separate the email addresses using a carriage return, the log file for the BlackBerry Messaging Agent includes the carriage return. (357088)

Workaround: Use only one email address for each user account.

When the BlackBerry Enterprise Server sends a new key to a BlackBerry device, or a BlackBerry device is reactivated, the Activation status does not update correctly in the BlackBerry Administration Service. (356625)

After sending an email message that includes a large attachment to a BlackBerry device, the pending packets count on the BlackBerry Enterprise Server increases. (351346)

Workaround: Restart the BlackBerry Enterprise Server.

In certain circumstances, when the BlackBerry Enterprise Server processes a decline response to a meeting, the BlackBerry Enterprise Server stops responding. (350980)

If a user replies or forwards an email message on a BlackBerry device and then deletes the email message using the email application at the same time, the email message is not deleted from the BlackBerry device. (105998).

The BlackBerry Enterprise Server stops responding if the BlackBerry Messaging Agent creates multiple worker threads when deleting a large number of entries on a user's BlackBerry device. The worker threads are reported as unresponsive in the BlackBerry Messaging Agent log file. (SDR 250169)

If a user sends a message using the BlackBerry device, and the user's mail file name contains certain special characters (for example, "ñ"), the message is not saved in the Lotus Notes mail file. (SDR 248591)

After a failover of the BlackBerry Enterprise Server, users might receive messages in the incorrect order on their BlackBerry devices. (SDR 199980)

In certain circumstances, the BlackBerry Enterprise Server does not wirelessly redirect email messages to BlackBerry devices even though the messages were placed in a redirected folder. This can only occur if the BlackBerry Enterprise Server is scanning replicas of mail files that the Lotus Domino replicator, not the Lotus Domino router, delivers. (SDR 141367)

BlackBerry Monitoring Service known issues

In certain circumstances, if a BlackBerry® Enterprise Server and the BlackBerry Administration Service console are in different time zones, the date and time of last ping and diagnostic request for a user account is displayed with the BlackBerry Enterprise Server time, instead of BlackBerry Monitoring Service time. (391922)

The time in reports is set to the time on the BlackBerry Monitoring Service computer; not the time of the computer displaying the BlackBerry Monitoring Service console. (347452, SDR 362870)

If you configure the BlackBerry Monitoring Service console to use Daylight Saving Time (DST), the BlackBerry Monitoring Service console displays the message time stamps as one hour after the alarm panel message time stamps. (347442, SDR 362633)

Workaround: Restart all BlackBerry Monitoring Service services and refresh the browser.

Threshold alarms remained in the Alarm panel for user accounts that were deleted from the BlackBerry Enterprise Server. (346596)

Workaround: Turn off the threshold alarm for the user account before you delete the user account.

Double-clicking the header in the Server or Severity columns on the Manage Contacts tab does not sort or reverse the order of the column. (345396)

In certain circumstances, SMS notification messages are not sent to users' BlackBerry devices due to a large number of error messages written in the BlackBerry Monitoring Service log file. (339753)

In certain circumstances, when you configure automatic failover, the BlackBerry Monitoring Service assigns user data items to the standby BlackBerry Enterprise Server and does not generate alarms. (323341)

Workaround: Turn off monitoring for both the primary and standby BlackBerry Enterprise Server instances. Start monitoring the standby BlackBerry Enterprise Server and then start monitoring the primary BlackBerry Enterprise Server.

After you configure a user time-based threshold, the BlackBerry Monitoring Service writes error messages to the BBMS-DCS log file. (317931)

In certain circumstances, an error message is displayed when you try to log into the BlackBerry Monitoring Service. (315939)

Workaround: Remove the bas-config.properties file from the root directory.

If you type an invalid email address into the Manage Addresses field, the BlackBerry Monitoring Service saves the email address as (). (313341)

When the BlackBerry Monitoring Service receives a new message, the BlackBerry Monitoring Service closes the Messages window and does not display the message details. (237654)

If you do not type a value in the SNMP community name field and click Test Configuration Settings, the BlackBerry Monitoring Service displays an exception error message. (231065)

When you restart a BlackBerry Enterprise Server, the BlackBerry Monitoring Service generates messages that indicate a failover has occurred. (221109)

The BlackBerry® Client Access License field does not clearly indicate that the value represents the amount of licenses that are still available. (212137)

In an environment that includes more than one BlackBerry Enterprise Server in the BlackBerry Domain, if you set thresholds for user accounts at a global level and at a user level and the user accounts are associated with different BlackBerry Enterprise Server instances, the BlackBerry Monitoring Service does not override thresholds at the global level with the thresholds at the user level. (169436)

Workaround: Apply the global threshold again from a user who is on the same BlackBerry Enterprise Server.

In certain circumstances, the total user count in the BlackBerry Monitoring Service dashboard is not accurate. (155295)

Workaround: Restart the BlackBerry Monitoring Service services.

When a user logs into the BlackBerry device dashboard and the BlackBerry device is in a different timezone from the BlackBerry Monitoring Service, the start and end dated of the certificate do not match and the user cannot connect to the BlackBerry Monitoring Service. (132363)

In certain circumstances, a time-based component threshold triggers immediately after you set the threshold. (SDR 298777)

In certain circumstances, the BlackBerry Monitoring Service does not run a diagnostic test after the BlackBerry Configuration Database fails over. (SDR 294753)

You cannot change the high availability scope of a BlackBerry Enterprise Server component after you add a threshold on a BlackBerry Enterprise Server component that uses load balancing (the BlackBerry Router, BlackBerry Administration Service, and BlackBerry MDS Integration Service). (SDR 294739)

Workaround: Create a new threshold on the BlackBerry Enterprise Server component that does not use load balancing. Then, change the high availability scope.

When you perform a ping test from the BlackBerry Monitoring Service console for a BlackBerry device that is connected to the BlackBerry Enterprise Server using a Wi-Fi® connection, the ping test fails. (SDR 291862)

When the alarm severity of a threshold for a data attribute of a BlackBerry device user that is in an alarm state changes, the Alarm panel in the BlackBerry Monitoring Service console might not update the alarm state for the threshold. (SDR 289828)

An exception error displays when a user with only the View BlackBerry Monitoring Service information permission searches for user accounts. (SDR 286133)

If you delete a threshold for a user or component data item that is in an alarm state, the alarm clears but a pass notification is not sent. As a result, an incorrect Fail message displays for a data item that is no longer in a failed state. (SDR 280608)

BlackBerry Policy Service known issues

If you assign a user a custom IT policy before activating the BlackBerry® device for the first time, the IT policy reverts back to the default IT policy if the user is reactivated at a later date. (400582, SDR 205854)

Workaround: Activate a user's BlackBerry device before assigning the user a custom IT policy.

In certain circumstances, the BlackBerry Policy Service can take up to 12 hours to process work requests. (391803)

The BlackBerry® Enterprise Server returns out-of-office messages when a user sends a duress message from a BlackBerry device. (263970)

In certain circumstances, invalid log entries appear in the Synchronization Log (for example, EventId:0(0x00000000)). (SDR 219718)

The BlackBerry Enterprise Server does not support the "Is access to the media API allowed" application control policy (formerly known as Media Access application control policy), and the BlackBerry Administration Service does not display this application control policy. (SDR 175863)

BlackBerry Router known issues

If a Wi-Fi® enabled BlackBerry® device is activated on the BlackBerry® Enterprise Server and the BlackBerry device is associated with a wireless access point, the BlackBerry Router writes a warning message to the BlackBerry Router log file. (SDR 293136)

BlackBerry Synchronization Service known issues

If the connection to the Microsoft® SQL Server® is lost, the DevMgmt Connector database connection pool cannot initialize until you restart the BlackBerry® Synchronization Service. (SDR 287389)

BlackBerry Web Desktop Manager known issues

If a user tries to back up the BlackBerry® device, in certain circumstances, the BlackBerry® Device Manager might stop responding. (SDR 340985)

Workaround: Close the browser and try again.

Logging known issues

In the BlackBerry® Messaging Agent log file, the 50577 error message is logged as critical, though it is not a critical issue. (403647)

The location of each user's Tasks should be listed as each user's mail file in the BlackBerry® Messaging Agent log file, but instead the location is blank in the BlackBerry Messaging Agent log file. (401077, SDR 301360)

If you restart the BlackBerry® Enterprise Server, the event log ID 20644 does not contain a description. This event log ID references the NotesInitExtended API, which is a IBM® Lotus® Domino® runtime initialization process. (400616, SDR 277730)

In certain circumstances, after the network contact list is updated, the full name of a user is not listed in the BlackBerry Enterprise Server log files. Only the first letter of the user's name appears in the log file. (400612, SDR 276975)

You cannot configure DSML logging in the BlackBerry Administration Service or BlackBerry Configuration Panel. (393721, 395340)

You cannot configure the logging for the BlackBerry Mail Store Service. (235409)

The log files for the BlackBerry Mail Store Service are automatically deleted after 14 days. (231153)

Workaround: In the Windows® registry, change the DebugLogMaxDailyFileAge value for the BlackBerry Mail Store Service.

On a computer that hosts a BlackBerry Administration Service, the BlackBerry MDS Application Console might lock the log file for the BlackBerry MDS Application Console and the log file cannot be archived or removed. (187802)

When you upgrade the BlackBerry MDS Connection Service or BlackBerry Collaboration Service from version 5.0 to 5.0 SP1, the Windows Event Log™ displays error messages for these services. (101283)

Workaround: You can ignore these error messages.

The "[10392] Unable to open note, NID=XXXXX lines" error message is logged at too high a logging level. (SDR 363429)

The logging system might stop responding while reading the HKEY_PERFORMANCE_DATA value. The logging subsystem might stop responding if the BlackBerry® Enterprise Server is not able to read the registry. (SDR 286202)

The default value for the maximum age of daily log files for the BlackBerry Mail Store Service is 14, which means that the BlackBerry Enterprise Server will automatically delete log files for the BlackBerry Mail Store Service after 14 days. The default value for all other BlackBerry Enterprise Server components is 0, which means that the BlackBerry Enterprise Server will never delete the log files for the components. (231153)

Organizer data synchronization known issues

If the connection between the BlackBerry® Enterprise Server and the Microsoft® SQL Server® is lost, and the connection pool needs to be restarted, the BlackBerry® Device Manager Connector cannot initialize until the BlackBerry Synchronization Service is restarted. (SDR 287389)

In certain circumstances, a user's contact list is rescanned multiple times during an activation, causing the activation process to take a long time. (SDR 277907)

Synchronization over the wireless network can take a long time when processing contact lists with a large number of entries during the activation process. (SDR 270467)

In certain circumstances, synchronization over the wireless network can take a long time for user accounts that have a large number of contact list entries (for example, over 5000 entries). The cache is rebuilt every time the synchronization process is run on the contact list while looking for duplicate entries, causing a decrease in performance. (SDR 267839)

Setting the MaxPIMRecordTransfer registry entry to a specific value does not limit the number of contact list entries that can be synchronized to a BlackBerry device. All updated entries in the user's contact list are synchronized to the user's BlackBerry device. (SDR 264776)

The BlackBerry Enterprise Server can take a longer time than expected to synchronize the contacts on users' BlackBerry devices with the contacts in large Lotus® iNotes® contact lists over the wireless network. (SDR 250861)

Workaround: Increase the synchronization timeout to more than 200 minutes.

If a roaming user is moved to a different messaging server, the location server and relative path for the wireless contact list and journal are not updated to reflect the new messaging server and path to the messaging server database. (SDR 133509)

Workaround: Clear the values for the location server and relative path for the user.

Overdue items in the To Do list in IBM® Lotus Notes® are not synchronized to a user's BlackBerry device. (SDR 144850)

If you move a roaming user account to a different messaging server, the location of the destination server and relative path for the wireless contact list and journal are not updated on the user's BlackBerry device. (SDR 133509)

Performance known issues

On Windows Server® 2008 (64-bit), BlackBerry® Enterprise Server performance counters do not display. (355265)

Security known issues

If an email message encrypted using IBM® Lotus Notes® encryption includes a zipped Microsoft® Office attachment, a BlackBerry® device cannot open the attachment. (403642)

Workaround: Cache the password for Lotus Notes encryption.

You cannot reply to an email message encrypted using Lotus Notes encrytion from a BlackBerry® Tour™ smartphone. (358934)

Workaround: Do not set the HKEY_LOCAL_MACHINE/Software/Research In Motion/BlackBerry Enterprise Server/Agents/SECMSGPasswordCacheTimeout registry key to 0.

In an environment that includes a subordinate certification authority, in certain circumstances, when a user tries to enroll a certificate over the wireless network, a BlackBerry device cannot complete the enrolment process because it does not receive the certificate for the subordinate certification authority. (358159)

Custom IT policies that do not permit users to change their user information on their BlackBerry devices can only be applied to Java® based BlackBerry devices running BlackBerry® Device Software version 5.0 and higher. (357499)

If the out-of-office notification for the duress notification address is turned on, a BlackBerry device unlocked during duress receives an out-of-office reply. (263970)

In an environment that includes the S/MIME Support Package for BlackBerry® smartphones, disabling S/MIME message processing is enforced only when all security settings are disabled. (118724)

The Certificate Status Cache Timeout IT policy rule is obsolete and does not apply to any BlackBerry device. (108261)

In an environment that includes the PGP® Support Package for BlackBerry® smartphones, when a BlackBerry device receives a PGP signed message with an attachment, the BlackBerry device displays a "Document is empty" error message and does not display the attachment. (SDR 348851)

In an environment that includes the PGP Support Package for BlackBerry smartphones, when a BlackBerry device receives a PGP encrypted message with an attachment that is larger than 32KB, the Documents to Go® application cannot open the attachment and displays an "An internal error has occurred" error message. (SDR 305798)

If you remove a user account and reactivate it at a later time, the user cannot complete the certificate enrollment process over the wireless network. The BlackBerry Messaging Agent does not write any certificate enrollment related messages to its log file. (SDR 301794)

Workaround: Restart the BlackBerry MDS Connection Service.

During certificate enrollment over the wireless network, if the certificate authority returns more than one certificate in the certificate chain, the BlackBerry device does not receive the certificates. The BlackBerry Synchronization Service writes the following error message to the BlackBerry Synchronization Service log file: "Error Logging: DevMgmt.Configuration Channel::A-260-ERROR_VERIFICATION_FAILURE." (SDR 298237)

Workaround: Instruct users to cancel the certificate enrollment process and run it again.

Administrators are unable to change the password for the key store file that permits the BlackBerry MDS Connection Service to accept HTTPS connections from push applications. (224771)

Setup application known issues

The setup application cannot successfully install the Microsoft® SQL Server® 2005 Express Edition on a computer that runs Windows Server® 2008 64-bit. (395794)

Workaround: Install the Microsoft SQL Server 2008 Express Edition.

When you upgrade to BlackBerry® Enterprise Server version 5.0 SP1 from BlackBerry Enterprise Server 5.0 MR1, the setup application displays an error message about the ServerConfig table. (263697)

Workaround: Click OK to continue the upgrade process, or do not remove the option to back up the BlackBerry Configuration Database.

When you install a standalone BlackBerry Router, the final screen of the setup application is blank. (263430)

The setup application does not store the port number that you type for the mirror BlackBerry Configuration Database. (216738)

When you upgrade a BlackBerry Enterprise Server in an environment that includes BlackBerry Enterprise Server version 4.1 instances, you must stop the BlackBerry Manager on the BlackBerry Enterprise Server version 4.1 instances before you upgrade the BlackBerry Enterprise Server to version 5.0 or later. (140002)

You cannot upgrade to BlackBerry Enterprise Server version 5.0 or later if the BlackBerry Configuration Database includes a reference to instance of BlackBerry Enterprise Server version 4.1 SP2 or earlier. (105533)

The BlackBerry Enterprise Server setup application does not install Microsoft® .NET if you do not choose to install a local Microsoft SQL Server 2005 Express Edition. If Microsoft .NET is not installed, you cannot run traittool.exe. (SDR 307301)

Workaround: Install Microsoft .NET manually.

If you configure your organization's environment for high availability, the setup application permits you to install different instant messaging environments for the primary and standby BlackBerry Enterprise Server instances. This configuration is not supported by the BlackBerry Enterprise Server. (SDR 280876)

If you use the setup application to remove a BlackBerry Monitoring Service that you installed on a computer that is separate from the computer that hosts the BlackBerry Enterprise Server, the removal process does not complete successfully. (SDR 277912)

Workaround: Remove the BlackBerry Monitoring Service using Add or Remove Programs.

When upgrading from BlackBerry Enterprise Server version 4.1 SP6 to BlackBerry Enterprise Server version 5.0 or later, in certain circumstances, conflicts can occur between the user entries in the ITPolicyKeyMapping and UserConfig database tables. These conflicts prevent the upgrade from completing successfully. (SDR 265332)

The setup application indicates that IBM® Lotus® Domino® is not installed when you install the BlackBerry Administration Service on a computer that is separate from the computer that hosts the BlackBerry Enterprise Server. (SDR 257785)

Workaround: Ignore the warning.

If you install a BlackBerry Enterprise Server on the same computer as the BlackBerry Collaboration Service, and then you install another instance of the BlackBerry Collaboration Service on the same computer without starting the first BlackBerry Collaboration Service instance, the second BlackBerry Collaboration Service instance overwrites the information of the first BlackBerry Collaboration Service instance in the BlackBerry Configuration Database. (SDR 249701)

Workaround: Start the BlackBerry Collaboration Service instance before you install subsequent BlackBerry Collaboration Service instances on the same computer.

If you update the version of Java® on a computer and then install BlackBerry Enterprise Server components on the computer, Japanese web sites might not display correctly on BlackBerry devices. (120302)

Workaround:

1.   Uninstall Java.

2.   In the installation files, navigate to the tools directory.

3.   Double-click jre-6u15-windows-i586.exe and follow the prompts to install the appropriate version of Java.

If you set up database mirroring before installing the BlackBerry Enterprise Server, with the principal database server as a named instance using a dynamic port, and the mirrored database server as a default instance using a dynamic port, the setup application will not accept the database mirroring settings. (216738)

In the setup application, in the Database options screen, the name for the **Use a Microsoft® SQL Server® database** option should be **Use a Microsoft® SQL Server® database on a remote computer**. (233462)

After you install two BlackBerry Enterprise Server instances for high availability, if you install a BlackBerry Router on another computer, the setup application does not show any addresses in the Console addresses window. (263430)

In certain circumstances, if you upgrade a BlackBerry Enterprise Server from version 5.0 MR1 to version 5.0 SP1 and do not choose to back up the BlackBerry Configuration Database, the setup application will display a minor error during the database upgrade. (263697)

In certain circumstances, if you install, uninstall, and then reinstall the BlackBerry Enterprise Server and BlackBerry MDS Integration Service, the setup application does not permit you to join an existing BlackBerry MDS Integration Service pool, and the only pool name it accepts is the name of the existing BlackBerry MDS Integration Service pool. (300857)

If you choose the database mirroring option during the installation process, the setup application stops at the Monitoring Service screen and writes error messages to the log file. (390871)

Workaround: Close the setup application. Run the installation process again and choose the mirror database server as the database server that hosts the BlackBerry Monitoring Service database.

When the setup application backs up the krb5.conf file, MdsLogin.conf file, and rimpublic.property file, it does not create unique file names for the backed up file and might overwrite previous backed up files. (376496)

The setup application does not permit you to skip the permissions check during the installation process. (379854)

When you upgrade the BlackBerry Enterprise Server from version 5.0 to version 5.0 SP1, the setup application does not display values in the SRP information fields and does not permit you to edit the fields. (335174)

In certain circumstances, if you have previously installed the BlackBerry Enterprise Server on a computer without enabling Use Active Directory authentication on the Setup options page, and then run the setup application and enable Use Active Directory authentication, the setup application does not check whether it can communicate with global catalog servers. (307428)

When the setup application tries to install Microsoft SQL Server 2005 Express Edition on a computer that hosts an MSDE with an MSDE instance named "BlackBerry", the setup application stops responding. (315437)

When you configure the database mirroring option during the installation process, the setup application stops responding when it reaches the Application Extensibility screen. (322838)

Workaround:

1.   Close the setup application.

2. In the Windows registry, in HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server \Database, remove the FailoverServerMachineName key and the TempFailoverServerMachineName key.

3. Restart the setup application.

4. After the installation process completes, add the FailoverServerMachineName key to the Windows registry as a REG_SZ value.

5. Restart the BlackBerry Enterprise Server services.

If you run the setup application from a command window, the setup application displays some error messages in the command window instead of writing them to the log files. For example, the setup application displays the following error message in the command window: "An error occurred while processing item 1: 0X80041002 Class, instance, or property 'Win32_PerfFormattedData_BlackBerryServer_WMIObjects' was not found." (326466)

The setup application does not display an error message if there is a mismatch between ports selected by the Microsoft SQL Server and BlackBerry Enterprise Server. (391897)

During the upgrade process, the setup application might take longer than expected to verify permissions. (360963)

Workaround: Before you upgrade the BlackBerry Enterprise Server, in the Windows registry, in HKEY_LOCAL_MACHINE \SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Setup, create a registry key named SkipVOACheck.

During the installation process, if you choose to install the BlackBerry Enterprise Server in a non-default location, the setup application cannot create the key store for the BlackBerry MDS Integration Service. (313541)

Workaround:

1. Close the setup application.

2. Create the C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\webserver path.

3. Restart the setup application.

If you choose to use Microsoft® Active Directory® authentication, when the setup application tries to resolve the IP address of the Microsoft Active Directory domain, and the IP address of the domain controller is not an LDAP server, the setup application displays the following error message "'Installer was unable to obtain LDAP information about the BlackBerry service account. Please refer to the BlackBerry documentation and to the installation log file for more information." (302271)

Workaround: Consider the following options:
- Verify that all DNS records in the domain refer to LDAP servers.
- Put an entry in the hosts file for the domain which points to a LDAP server.
- Use BlackBerry Administration Service authentication.

When you install the BlackBerry Configuration Database on a Microsoft SQL Server 2005 Express Edition, you must provide the name of the database instance. (SDR 360086)

Wireless calendar synchronization known issues

In certain circumstances, when a meeting organizer changes a meeting request, and the invitee accepts the updated meeting request from a BlackBerry® device, the BlackBerry device does not send the notification to the meeting organizer that the invitee has accepted the meeting. (403670)

In certain circumstances, changes made to the notification message for a recurring meeting using the BlackBerry device are not synchronized with the calendar in IBM® Lotus Notes®. (400600, SDR 257729)

When the BlackBerry Enterprise Server processes, for a large number of users, a calendar entry that includes a large number of attachments, the BlackBerry Enterprise Server might stop responding. (382640)

If a meeting organizer of a recurring meeting adds a user to a future instance of the meeting, and the user accepts the meeting invitation from a BlackBerry device, the BlackBerry device only displays past occurrences of the meeting. (360960)

Workaround: Turn off calendar ghosting in Lotus Notes.

In certain circumstances, responses to meeting invitations are sent to the BlackBerry device before the calendar request. (252022)

When users use a IBM® Lotus® Domino® version 8.0 mail template, BlackBerry devices do not synchronize cancelled calendar entries. (238185)

Workaround: In Lotus Notes, turn off the "Remove from Calendar" option.

If the BlackBerry Enterprise Server is running in low memory conditions, it might stop responding when processing a large number of calendar items in a user's state database. (SDR 289431)

If a user has a large number of documents in their Lotus® iNotes® contact list or journal stored in the mail file, it can take a long time to synchronize those documents to their BlackBerry device. (SDR 279398)

Workaround: Keep iNotes contact list and journal documents in separate databases (not in the mail file).

In certain circumstances, the BESExtentionAPI fails to open an attachment that is sent from a user's BlackBerry device. (SDR 264758, SDR 262240)

In certain circumstances, if a meeting is accepted using a BlackBerry device, the meeting status for all participants is not updated in the calendar. For example, the meeting organizer might appear as having accepted the meeting on a participant's BlackBerry device, but might appear as invited on another participant's BlackBerry device. (SDR 257304)

An "Assertion Failed" error message is logged in the Application Event Viewer and BlackBerry Messaging Agent log files after updating the BlackBerry state database. Despite the error message, updated calendar entries are correctly processed by the BlackBerry Enterprise Server and sent to the user's BlackBerry device. (SDR 235116)

In certain circumstances, if the "Display new (unprocessed) notices" option is turned on on the BlackBerry device, the user cannot accept a calendar event that has changed. (SDR 218100)

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